

GUIDE FOR HOUSEHOLD GOODS

Appendix B

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BEFORE YOU MOVE

1. Contact your “T O” (Transportation Officer) soon after you receive your PCS orders.

2. Get a copy of It’s Your Move, COMDTPUB P4050.5 on-line at, http://www.fincen.uscg.mil/HHG_files/ItsYourMove.pdf.

Full Replacement Value. What is Full Replacement Value and why is it important to Service Members? Full Replacement Value (FRV) is an important new benefit to Service Members and DOD Civilians who have to move or store their personal property as part of a DOD sponsored move.

Congress enacted the Full Replacement Value Act of 2003 on November 26, 2003 and amended it with the Defense Authorizations Act for FY 2007. The original law allowed the Government to include FRV in contracts with Transportation Service Providers (TSP) for household goods. The amendment made it mandatory that the DOD include FRV coverage in all contracts for shipment of household goods not later than March 1st of 2008. The cost of FRV is included in contracts with movers.

Under the FRV program, the TSP can be liable for up to \$5,000 per shipment or \$4.00 times the net weight of the shipment (gross weight for unaccompanied baggage) up to \$50,000, whichever is greater.

3. Review Your Insurance Needs. The claims process is not a substitute for insurance. If you don't feel that the Military Personnel and Civilian Employees Claims Act will suffice for your potential losses, you may want to buy additional insurance.

Check your homeowners / renters insurance policy to see if it covers loss or damage to household goods during your move. Most homeowner policies will cover thefts and unforeseeable natural disasters (also known as acts of God). Few will pay for nicks, gouges, and other similar moving damages.

Prepare A High-Value Inventory. List firearms and any item valued at over \$200 which will not otherwise be listed separately (or be fully described) on the shipping inventory. The purpose of the High-Value Inventory is to make sure these items get inventoried with exact descriptions. For example: Hummels, Lladros, etc. will be packed with other items; china, including brand, pattern, and number of place

settings; and with tools, be very specific.

High value items are considered to be jewelry, furs, antiques, etc. Some examples of the maximum allowable loss or damage payments are: Antiques: \$1,500 per item, \$5,000 per claim; furs \$1,500 per item, \$3,000 per claim; Outdoor Structures: \$500 per claim; Plasma/LCD television sets: \$2,500 per item, etc. A complete listing can be obtained in the back of the *It’s Your Move* pamphlet.

Give a copy of your High-Value Inventory to your TO, attach a copy to the inventory prepared by the TSP on packing day, and keep a copy that won't be shipped. Keep it with your other proof-of-ownership documents: receipts, owners’ manuals, appraisals, etc.

The second part of the process is to make a **Separate List**. This is highly recommended! List the above items and your major electronics, art objects, cameras, etc. Include purchase dates, purchase prices, serial numbers, and model numbers. This will help document your ownership, and it will provide an exact description of your property should it be lost during the move. Try to get the moving company to sign

this list on packing day.

On packing day, annotate your copy of your high-value inventory or personal list with the inventory number of the box each item is packed in. This will help you ensure that each item is packed. On delivery day, this will help you to find your valued property and to promptly report any loss.

4. Document What You Own. One of the best ways to document ownership of an item or to show its pre-move condition is through photographs. Consider renting or borrowing a video camera and making a videotape of each room of your home, showing your furniture, wall hangings, etc. Open closet doors and photograph closet interiors; do the same for bureau drawers. If you make a video, be sure to show all your appliances in their operating condition. (This is very important for electronic equipment that doesn't work when you unpack but shows no visible damage). Do these before you disassemble or disconnect your appliances. (Note: If you submit your videotape to the Claims Officer in support of your claim, you'll need to provide the tape numbers for each item you want us to look at.)

5. Identify What You Don't Want Shipped. Don't wait until packing day to do this.

Separate items you will be taking with you. Place them where the TSP won't accidentally pack them: in a spare bathroom or in your locked car.

Plan to take items, which would be difficult or impossible to replace with you in your personal baggage. This would include: jewelry, wills, financial records (including recent tax returns), photograph albums, small items of sentimental value, your personal inventory, and other shipping documents, etc.

6. Identify What You Need To Protect. For the most part, theft isn't a problem, but if you leave your jewelry,

money, or classic Mickey Mouse watch lying around, it may turn up missing on delivery day. Separate these items from the rest of your property.

If you intend to ship such items, place them in one corner of the living room or on the kitchen table. This will make it easier to make sure that they aren't taken and that they are packed. Annotate your personal inventory with the box number of the box where these items are packed.

As a general rule, if you don't protect your property, we can't pay you for the loss. Making a thorough High-Value Inventory and separating your valuable property on packing day are good first steps.

7. Get Appraisals. If you don't have a recent purchase receipt, obtain appraisals of valuable items which, if lost or damaged, would be difficult to properly value; e.g.,: Jewelry, antiques, heirlooms, expensive gifts with unknown purchase price, etc.

8. Get A Copy Of Your GBL. Make sure to get a copy of the Government Bill of Lading (GBL), the SF-1203, from your TO before you depart.

If you bought added insurance, note it in block 26. If it isn't, you don't have it, and you should see your TO.

Keep your GBL with other important papers that won't be shipped.

PACKING AND PICKUP DAY

1. Be Prepared Before the Packers Arrive. Typically the TSP will have several people pack your household goods the day before the scheduled pick-up date.

Depending upon the size of your household, the packers may be difficult to supervise. Some hints:

Have one or more friends help monitor the packers to make sure they are doing a proper job.

Get someone to watch your kids and pets. Important: know where your pets are! Keep them out of the way, for their safety, and make sure they're not packed in a box! This is no joke! Sadly, it's happened.

Separate items you need to protect or don't want shipped before the packers arrive. Do not leave small valuables such as wallets, purses, jewelry, or watches unattended while the packers are in your house.

2. The Shipper or Designated Agent Should Be Present. The Shipper is the PCS Member whose name appears on the GBL. However, the shipper's spouse or designated agent can sign all shipping documents if they are listed as a pickup consignee or has a Power of Attorney. (A sample Power of Attorney is enclosed at the end of this section.)

3. TSP's / Agents Hours are 0800-1700, under our agreement with the TSP industry. You may mutually agree with the TSP to continue working after 1700.

4. The Household Goods Descriptive Inventory. This document provides a written description of each large item being shipped and lists it by inventory number. The descriptive inventory also shows the condition of each item prior to shipment.

Ensure that all boxes/cartons are properly labeled and that the contents of each box/carton are properly identified on the inventory; i.e., the size of the carton and the correct description of what were packed inside the carton.

When high-value items such as VCRs and stereo equipment are packed, make sure that they are fully described on the inventory (with a high-value inventory). The description should include serial and model numbers.

5. TSP Will Prepare the Inventory prior to loading your household goods in the truck and will ask you to sign it. Before signing, look at each item, especially wood furniture, and compare the actual condition of the item with the description the TSP made on the inventory.

6. If you disagree With the TSP's assessment of any item's condition, note your disagreement on the bottom of the inventory form, under "REMARKS / EXCEPTIONS." If you need more space, use the space to the left of each line item.

If you disagree with the exceptions and were denied the opportunity to compare the exceptions, explain why; e.g., "I was not allowed to compare the exceptions because the property had already been loaded on the truck before the driver showed me the inventory."

If the driver exaggerated the exceptions, explain why you disagree; e.g., "I disagree with the exceptions to numbers 100 - 110. These were new items and were not scratched, soiled, etc. as indicated."

7. Make Sure Inventory Lists All Property. It's your responsibility to ensure the inventory lists all of your property. Don't let the TSP take anything without having it tagged and inventoried. (This often arises late in the day when the driver may tell you that he'll complete the inventory at the warehouse.)

8. Before Driver Leaves, check all spaces in your home to ensure the TSP has picked up everything you intended to ship. Check your closets, storage areas, basement, garage, etc.

9. Once You Are Satisfied with the inventory, sign it. You should not withhold your signature. Make sure the TSP gives you a legible copy of the inventory after he/she signs and dates it.

DELIVERY DAY AND NOTICE AFTER DELIVERY

1. Contact the DOD JPPSO Office at the Navy Supply Center at Pearl Harbor to arrange or confirm HHG delivery. Call (808) 473-7750. You can still call the Coast Guard Transportation Office if you have any problems at 808-842-2017 / 2018 / 2020 or 2024.

Under the agreement between the TSP industry and the Government, the TSP is usually required to deliver household goods within five days after notification by the TO.

2. Again, Be Prepared. At least two adults should be available at delivery. One person should be at the truck or at the front door to check off items on the inventory and to note obvious damage, as the items are unloaded. Have cameras in hand.

Obvious damage includes: wet, crushed, or holed cartons; dented appliances; ripped upholstery; repackaged boxes (look at the tape; is it the original?); and items which fell off the truck or were dropped.

Open cartons showing signs of obvious damage before the movers leave and inspect the contents for internal damage.

Use your camera to document obvious problems at delivery. The costs of film and processing used to substantiate damage at delivery can be submitted with your claim as a separate item.

The second person should be in the house to tell movers where to place items and to look for damage. It is important that these persons be free from other distractions (such as caring for children or pets).

Consider asking an impartial member from your new command to be present to assist with observing the unloading process and noting obvious damage. A statement from this individual will be

very useful when you file a damage claim.

3. Assembly and Unpacking. The TSP is responsible for reassembling items the TSP disassembled. In addition, the TSP is responsible for unpacking all cartons. You may waive this—many people do—but then you may be responsible for disposing of the remaining packing materials.

4. Internal Damage. It is usually difficult to prove that internal damage to electronics (VCRs, CD players, etc.) or mechanical equipment (clocks, etc.) occurred during the move. If possible, before the TSP departs, turn on each appliance (washer, dryer, stereo, VCR, clock, etc.) to see if it still works. If there is a problem, be sure to look for any external damage to the item or the carton it was packed in. Note the damage on the DD1840.

5. Notice at Delivery. DD1840, the *Joint Statement of Loss or Damage at Delivery*, is the pink-form which the TSP will give you on delivery day. The reverse side of the form is the DD1840R, the Notice of Loss or Damage. You use the DD1840 to record all the damage you identify before the TSP leaves.

Complete Section B of the DD1840. For missing and damaged items, list:

- the inventory number
- a complete description of the item (e.g., Seiko anniversary clock; Simmons, queen-size, hide-a-bed sofa; etc)
- a specific description of all move-related damage

Don't omit an inventory number if you can in any way determine what number it should have been. If you don't know the inventory number of an item, use your best guess. If you absolutely can't identify the number, explain why not. For example:

- Item delivered without inventory number attached

- Several boxes delivered without numbers because of water damage.

List any carton showing signs of rough handling on the DD1840 even if nothing inside appear to have been damaged, e.g., “carton number 147 was crushed.” Later, you may discover that an item packed in this box was broken internally. Noting the crushed box will help prove the internal damage was caused by shipment.

List every separate item that has apparent damage.

Complete Block 14, the member's acknowledgment. The dollar amount in Block 14c is an estimate only; it is not binding. The TSP's agent will complete Block 15. Make sure the agent signs the form and you are given three copies. You will need the reverse side to give additional notice.

If you have more damage than can be noted on the DD1840, use a continuation sheet. If you use a continuation sheet, make sure you get a copy before the TSP leaves.

6. Notice after Delivery. The DD1840R (reverse side of the DD1840) is used to notify the TSP of damages or losses discovered AFTER the delivery date.

TIME LIMIT: Failure to dispatch the DD1840R within 75 days of delivery may result in partial or complete denial of your claim. Don't miss this deadline!

SECTION A: Provide the requested information, listing all items in numerical order. Complete Block 2 of the DD1840R in the same manner as described above for Block 13 of the DD1840. Note: flip the carbons over to make three copies of the form. Attach additional sheets if necessary.

SECTION B: You can complete this section and mail the form to the TSP or you can give it to your unit's IO within 70 days of delivery:

- Block 3a: use the same address listed in block 9 on the DD1840.
- Block 3b: insert the date on which you (or your local unit IO) mail the DD1840R to the TSP. Use Certified Mail, Return-Receipt Requested. We will want that receipt to establish the date of dispatch.
- Block 4a: insert your unit address:
- Block 4b, c, and d: your local unit IO will complete these blocks.

Note: Don't date this form and then hold it for mailing. Don't backdate this form either. Mail it on the date you put in block 3b. Also, the dates in blocks 3b and 4c should be the same. If they are not, all or part of your claim may be denied for improper notice.

7. Responsibility for Giving Notice. The DD1840R must be delivered or mailed Certified, Return-Receipt Requested within 70 days of delivery. It is your responsibility to mail this form, or to get it to the Transportation Service Provider (TSP) within 70 days of delivery. Remember that you remain responsible. Get someone at the post office to date stamp your Certified Mail receipt to prove the date of dispatch.

PREPARING YOUR CLAIM

The Member must file the claim within nine months of delivery. In the past, most Members filed their claims through the Military Claims Office (MCO), but that is no longer the case under Full Replacement Value (FRV). What does not change is that the Member must complete the DD1840 or 1840R Forms to report loss and damage he or she finds at or after delivery. The member **MUST** submit these forms to the TSP within 70 days. That means that the forms must be Postmarked within 70 days. If a Service Member still chooses to submit the form through his or her local MCO, the Member may; but he or she must bring it to the claims office

within 70 days, so that the MCO has time to dispatch it to the TSP in his or her behalf. The TSP then has the right to come out and inspect the damage.

If the Member misses the nine month filing deadline he or she will not be eligible for FRV, but will still be eligible for depreciated value, as in the current Military claims program, for up to two years from delivery. After 2 years, except in specific circumstances, the Member is not entitled to any payment from either the Transportation Service Provider (TSP) or the Military Claims Office. Meeting these deadlines and filing the claim is in the Members' hands.

1. You Need Two Forms, CG-4111 and CG-4112. Contact your unit's personnel office to get these forms and to get the name of your IO. You may also use forms DD 1842 and 1844 (instead of CG-4111 and CG 4112.)

Instructions for completing the Personal Property Claim, CG-4112, are in enclosure (2) and in the CG Claims Manual. You need to complete the front side of the form. Your IO will complete the reverse side, CG-4112A, the Claims Investigating Officer's Report of Personal Property Claim.

Instructions for completing the Demand on TSP, CG-4111, including a line-by-line explanation, are in enclosure (1) and in the CG Claims Manual. The reverse side of the form, Block 23 is used to detail all of your lost and damaged items. It should go without explanation that you notified the TSP (via DD1840 or DD1840R) of everything you claim on the CG-4111. If CG-4111 contains extra items, be sure to explain why you did not notify the TSP of the loss or damage.

In the rare case when the TSP did not give you a DD1840/1840R, the CG-4111 may also be used to notify the TSP of your damages. If you use CG-4111 to give notice, the 70-day time limit still applies. See the instructions in enclosure (1) for more information.

2. Signatures. Complete and sign the front side of the CG-4112. You must personally sign the form or provide a Power of Attorney with the claim form authorizing someone else to sign on your behalf. A sample Power of Attorney is provided at the end of this section.

3. Documentation. You need to establish the value of the loss or damage to your household goods. You can do this by providing purchase receipts or by obtaining estimates, appraisals, or catalog excerpts. Obtaining these before you meet with the investigating officer will expedite resolution of your claim. Keep receipts for all purchased furniture, appliances, electronics, antiques, etc.

4. Number of Estimates. The documents you need depend upon the amount claimed for each item as follows:

- \$50.00 and under. No document is required if you and the Claims Settlement Officer considers the amount reasonable.
- \$50 to \$200. Obtain at least one estimate or price quote from a repair facility or retailer in the business of repairing or selling the damaged item.
- \$200 and over. Obtain at least two estimates or price quotes. Occasionally, you may find it difficult or unnecessary to obtain estimates, due to your remote duty location or to excessive estimate costs. In such cases, you should ask your IO to request a waiver of one or both estimates from the Claims Officer. We will also consider waivers where you and the IO can agree on a reasonable settlement (such as when you intend to do the repair yourself and a repair estimate will not add any useful information).

5. Catalog Excerpts. If the item is to be replaced or you need to establish value, submit catalog excerpts.

Include a copy of the catalog cover to

identify the retailer. Use your local Exchange or the Military Exchange Mail Order Catalog before going outside to obtain prices.

6. Estimate Requirements. Your estimates need to provide certain information, as applicable:

The price of materials and labor should be listed separately. However, if the cost of materials does not exceed 10% of the repair cost, the repair shop may indicate a single cost and include the statement that "10% or less of the cost of repair is attributable to materials."

The estimate must distinguish between the cost of repairing new and pre-existing damage.

The estimate must separately list each item and the cost to repair that item.

Pickup and delivery charges must be separately listed also. These charges are only reimbursable if actually incurred.

If an estimate/appraisal fee has been charged, the estimate should indicate whether it is not refundable or if it can be deducted from the cost of repair or replacement. Only non-refundable estimate/appraisal fees are reimbursable.

7. Immediate Repairs. You may repair items which are essential to the functioning of your household without first obtaining a repair estimate.

Such items include washers, dryers, and refrigerators. However, the repair cost must be reasonable—it cannot exceed the item's depreciated replacement cost. In such cases, submit a copy of the repair invoice with your claim. If you have a question on whether an item is essential or if the repair expense is unreasonable, contact your TO.

8. Antiques. Because there is often a wide divergence of opinion as to the value of antiques (furniture, etc. over

100 years of age), you must show, by credible evidence, that an item claimed to be an antique has value regardless of its purchase price. This will generally require a certified appraiser's estimate of value. You should also include a listing of the appraiser's professional qualifications.

9. Internal Damage. If there is internal damage to an electrical appliance such as a television, stereo, VCR, or kitchen appliance, and there is no indication of external damage, the repair estimate should identify the most likely cause of the damage. To substantiate your claim, it is important to prove the damage was due to rough handling in transit. Damage to the carton in which an item was packed can also serve to demonstrate rough handling. See the enclosed Smooth Move Handouts on electronic damage on the next page.

10. Loss of Value. Non-repairable damage to or loss of part of a set (e.g., dining room table chair) does not generally justify replacement of the entire set. However, the Claims Officer will generally allow reimbursement for the diminished value of the set caused by the loss or damage of the piece.

11. Proof of Tender. If you claim items as missing from a carton and the loss was not itemized on the DD1840 at delivery, you must provide a statement, which substantiates ownership, and tender it to the TSP. If you can't prove that you shipped it, we can't pay you for its loss. Recall the importance of a complete inventory for your high-value items.

12. Only One Shipment Per Claim. It's possible to have several inventories for one PCS move: residence, non-temp storage, extra pickup from a second location, and POV. Be sure to pair each inventory with the controlling GBL, and only include those items associated with one GBL on each claim. Remember to keep your receipts, estimates, DD1840, etc. filed with each GBL/claim also.

AFTER YOUR CLAIM IS FILED

1. Inspection. Don't throw your damaged property away at the first opportunity.

The IO needs to view the damage. Also, the TSP has the right to inspect the damage. Keep your damaged property for a period of 75 days after the date of delivery or 45 days after the date the last DD1840R is mailed, whichever is later. Exceptions include: Essential items (e.g. refrigerator, washer, etc.) may be repaired; Hazardous items (e.g., broken glass) do not have to be retained. However, you must document the nature and extent of the damage. Do this with photographs.

Failure to retain an item for the TSP's inspection during the required period may result in denial of settlement for the item's loss or damage.

2. Salvage. The TSP has the right to salvage any item for which you receive the item's depreciated replacement cost. You must retain such items for 30 days after your claim is settled to allow the TSP the opportunity to exercise this right.

3. Accepting Settlement from the TSP. If the TSP offers to repair your property or to pay you for your damaged or lost items, you may accept the repairs or payment. If you do, you should not file a claim against the Coast Guard without talking to your TO. This will avoid double payments and a resulting repayment or pay checkage since we cannot settle with you for items the TSP has also paid you. However, you may be able to claim additional losses or expenses, which the TSP isn't required to cover. These include estimate fees and differences between TSP and CG liability on overseas shipments. Talk to your IO if you have questions.

For Cash Settlements. If you are satisfied with the TSP's offer of money

for your losses, we encourage you to accept it.

If the TSP settlement is not satisfactory, forward the TSP's check to USCG Finance Center, Chesapeake, VA 23327-4121 with your completed claim. Also send the TSP a letter, certified mail, return-receipt requested, which tells the TSP what you have done. Do this in a timely manner.

4. For Repairs. If you are satisfied with the repairs, accept them by signing the repair documents. Include copies of these documents in your CG claim if you make one.

If the repairs are not satisfactory, do not accept the repairs. Indicate on any repair documents why you are not accepting the repairs. Again, include copies of these documents in your CG claim and thoroughly explain why the repairs were not satisfactory.

If the TSP sends you a check which has been made payable to the U.S. Coast Guard, you should promptly forward the check to the Claims Officer. Include your claim number if we've already received your claim.

SMOOTH MOVE HANDOUT # 1

THE INVENTORY

If any of your property is lost or damaged in shipment, you will find that a complete and accurate inventory is invaluable in documenting your loss. With this in mind, you simply must control the packing and accounting of your household goods. If items are not listed on the inventory, you may not be paid for their loss or damage when you file a claim.

One of the most common complaints is that there were a lot of packers and movers, and it was too hard to watch everything. Prior to the TSPs arrival, please take into consideration how large of area you have and ensure that the proper amount of people are there to assist and inspect the proper packing of all your household good items. Please pass on this information to your power of attorney if you are not available for the designated pack/pickup date.

THINGS TO WATCH FOR

Make sure that the packers write adequate descriptions of the contents on the boxes themselves and later on the inventory. While the packers do not have to list every item, they should write the general category of the items on the outside of the boxes. The general category of each box (e.g., toys, garage items, etc.) should also be written on the inventory.

Make sure items that would not logically be packed in a certain box are specifically listed. Examples: tools packed in a box marked clothes; a lamp packed in a box marked garage items. If you later claim for loss of an item that would not reasonably be expected to be found in a certain box, you may not be paid for it.

Watch the TSP employee who fills out the inventory to ensure he is describing the condition of your property correctly. If you disagree with his notations on preexisting damage, write your exceptions at the bottom of each inventory sheet.

Get your high-value items listed on the inventory. See the separate handout on high-value items.

Making your own pre-move inventory can be a big help. The list should describe the major items you own, such as furniture, electronic equipment, and art objects. List the purchase prices and dates for these items and collect the documentation to prove it: receipts, credit card slips, owner's manuals, canceled checks, pre-shipment appraisals, etc. Then take photographs to show the condition of the property. Keep this information separate from your household goods. As each of these items is packed, annotate your list with the box number where it is packed.

SMOOTH MOVE HANDOUT # 2

DD FORMS 1840 & 1840R

The DD Form 1840 and DD Form 1840R are colored pink. They are used to notify the TSP of your loss or damage after shipment. Unless you use these forms to make proper and timely notice, you may not be able to recover for your losses.

The DD 1840, the front side of the pink form, is filled out at delivery. It is called the Joint Statement of Loss or Damage at Delivery. Although many moves are rushed, you should take all the time you need to list any loss or damage that you noticed during delivery of your goods.

Make sure you open any boxes, which sustained external damage (opened, retaped, holed, crushed, or soaked) to determine if the contents are all there and are all right.

The DD 1840R is the reverse of the DD 1840. It has a different title: Notice of Loss or Damage. Upon delivery of the HHG or UB, it is the joint responsibility of the Transportation Service Provider (TSP) and the Owner to record on the Joint Statement of Loss or Damage at Delivery (DD Form 1840) all loss and transit damage that is found at delivery. Later discovered loss or transit damage shall be listed on the Notice of Loss or Damage after Delivery DD Form 1840R. The TSP shall accept this form (DD Form 1840R), as overcoming the presumption of correctness of the delivery receipt, if it is transmitted or postmarked within 70 calendar days of delivery. Notice shall not be required if a claim is filed with the TSP within 70 days of delivery. Neither the DD Form 1840 nor DD Form 1840R is conclusive; both can be rebutted by other evidence.

Carefully complete and timely mail the DD 1840R for two reasons: (1) an incomplete or late DD 1840R may cause the TSP and the Coast Guard to conclude that items were either not tendered (given to the TSP for shipment) or were not damaged in shipment. (2) The Coast Guard may deduct the amount that it could have recovered from the TSP from any amount payable to you on your claim. IN MANY CASES, THIS DEDUCTION WILL BAR PAYMENT. This is because the Coast Guard can usually recover 100% of the TSP's liability.

Even if you have a large shipment, you must complete the DD 1840R within 70 days. This means you need to do all your unpacking to make sure you have found all loss or damage so you can report it. It is permissible to file more than one DD 1840R if you discover loss or damage after you filed the first form, but all DD 1840Rs must be filed within 70 days.

You must use correct inventory numbers for all items. Before filling out the DD 1840R, make sure you reverse the carbons! You need to make three Copies, and you don't want the carbon obliterating anything you noted on the DD1840 at delivery.

Ask your IO or TO for help with the form if you have any questions whatsoever. Don't let the 70 days expire without reporting all your loss and damage.

SMOOTH MOVE HANDOUT # 3

DATES TO REMEMBER

Pre-Move

Review your insurance needs with your Transportation Officer (TO) or a private insurer to determine if you want additional coverage. If you buy insurance from the TSP, do it through your TO, not direct with the TSP. If your original GBL doesn't indicate Increased Valuation or Full Replacement Protection in Block 27, you don't have it.

Get a High-Value Inventory from your TO, and fill it out before the move.

Delivery Day

Complete the DD Form 1840 (pink form) before the TSP leaves.

Within 70 Days Of Delivery

Complete and deliver your DD Form 1840R (reverse of DD Form 1840) to Transportation Service Provider (TSP) .

The 70 days is a definite time period. You cannot get an extension. Do not let this time period lapse through oversight or neglect or because you are too busy. See the separate handout on the importance of the DD Form 1840/1840R.

After Delivery

Notify your private insurance company as stated in your policy.

Check with your insurer to determine how long you have to report your loss and file your claim.

If you have insurance, you must first file a claim with your insurer, before filing a claim with the Coast Guard.

Check your policy carefully because failure to notify your insurance company may result in denial of payment of those items by the insurer and by the Coast Guard.

Within Nine Months Of Delivery

Present your claim to the Transportation Service Provider (TSP). NOTE: it is better to complete the paperwork and get your claim in within three months: A late claim is a late claim and nothing will change that.

A CLAIM IS NOT CONSIDERED FILED UNTIL THE TRANSPORTATION SERVICE PROVIDER (TSP) RECEIVES IT. Mailing the claim at the nine month mark is not good enough—the claim must be received within nine months. If you mail the claim, make sure you mail it early.

The time period for filing the DD Form 1840R and the nine month period for filing a claim are completely different things.

Filing a DD Form 1840R within 70 days is required to notify the TSP of the loss. Notice, by itself, doesn't meet the requirement for filing a claim within nine months of delivery.

SMOOTH MOVE HANDOUT # 4

HIGH-VALUE ITEMS

See your TO to get a High-Value Inventory. Your TO will help you to fill it out. Give one copy to the TO, one to the packers, and keep one for your records.

The Coast Guard cannot pay you more than \$50,000 per claim and is limited to how much it can pay for certain items. If the value of your household goods is greater than \$50,000 or you have items, which exceed single item limits, you should obtain insurance to guard against potential losses. Single item maximums are listed in *It's Your Move* and in enclosure (1) to the Claims Manual.

Some examples of single-item maximums are: Furniture - \$2,000 per item; \$4,000 per set; Automobiles - \$2,000 for all non-shipment claims (\$20,000 in shipment).

Why are there maximums? In enacting the Military Personnel and Civilian Employees Claims Act, Congress only provided payment for property that was "reasonable or useful" under the circumstances of military service.

You need to be able to prove ownership and value for expensive and valuable items that you claim. The High-Value Inventory helps you to do this. It is also an excellent idea to make your own pre-move inventory of your more valuable household goods. The list should include all major items along with their purchase prices and purchase dates. Keep your receipts and owner's manuals also. Consider using photographs to document ownership and the condition of your property and value. For very expensive and valuable property, you may wish to obtain pre-shipment appraisals of their value. Keep your ownership documents separate from your property, and don't ship them with your household goods.

On Packing Day, use your list or your High-Value Inventory to ensure that each valuable item is packed, or safeguarded. Annotate your list with the box number where each item is packed.

DO NOT SHIP CASH, ETC. This point cannot be overemphasized. This admonition applies to jewelry, coins, stamp collections, etc. If you file a claim for such small, valuable, easily pilferable items, you will not be paid unless the items are specifically listed on the inventory and you can also substantiate ownership and value. Cash, jewelry, etc., are such high-theft items—and the potential for fraud in this area is so great—that claims for such items are frequently denied. Hand carry these items!

SPECIAL POWER OF ATTORNEY FOR HOUSEHOLD GOODS

KNOW ALL PERSONS BY THESE PRESENTS: That I, _____, a member of the U.S. Coast Guard on active duty, hereby appoint _____ of _____, as my of true and lawful attorney-in-fact to:

[LINE OUT AND INITIAL ANY POWERS WHICH AREN'T NEEDED]

(1) take possession of and order the removal and shipment of any of my household goods, personal baggage, or other personal property where-so-ever located and to cause it to be shipped under Government orders to such places as my attorney may deem appropriate.

(2) receive, take possession of, inspect, and take exception to my household goods, personal baggage, or other personal property upon delivery after their shipment under Government orders, and

(3) file any claims on my behalf for loss or damage to any property shipped under Government orders; however, any settlement arising under a claim filed on my behalf shall be payable to me.

I HEREBY GIVE AND GRANT TO my attorney-in-fact full power and authority to perform every act and thing whatsoever that is necessary or appropriate to accomplish the purposes for which this Power of Attorney is granted, as fully as I could do if I were present.

All endorsements made for the purpose of carrying out any of the foregoing powers. shall contain my name, followed by that of my attorney-in-fact, and the designation "attorney-in-fact-"

This Power of Attorney shall continue to be effective should I become disabled. incompetent or incapacitated before the expiration date.

UNLESS SOONER REVOKED OR TERMINATED BY ME, this Power of Attorney shall expire one year after the date of execution. as noted below.

State of _____
County of _____

Signature

The foregoing instrument was acknowledged before me this _____ (date) by _____.

Signature of commissioned officer

_____, _____
Rank/Service Serial number